

Office of Congressman Roger Marshall, M.D.  
Privacy Act Waiver  
200 E. Iron Ave., Salina, KS 67401



NAME: (b) (6)	Please provide the following for the concerned applicant:
ADDRESS: (b) (6)	
City/State/Zip: (b) (6)	
PHONE: (b) (6)	
Work/Cell: (b) (6)	
EMAIL: (b) (6)	
	SOC. SEC. # _____
	DATE OF BIRTH: _____
	CASE NUMBER: _____

What concerns are you having with a federal agency?

I am unable to access my account on USAJobs.gov, because the site changed to a 2-step verification process through Login.gov, which requires access to a telephone & the internet at the same time <sup>in order to register and</sup> for every log-in. I have no internet at home; only a land-line telephone. I have no cellular telephone and so have no telephone available when I access the internet. I have contacted USAJobs.gov, Login.gov, & the latter's parent agency, (over)

What specific action are you seeking from our office?

Please intervene with Login.gov, which is under the GSA, & with USAJobs.gov, to have them establish an alternative <sup>registration/</sup> log-in <sup>and other life line</sup> procedure, as soon as possible, which will enable me to apply for jobs on USAJobs.gov. I would suggest they allow sending the 2<sup>nd</sup>-step verification code to an e-mail address, as is done by MyHealthNet.gov.

Have you contacted any other elected official to assist you problem? <u>No.</u> (Name) _____	Do you currently have an attorney working your case? <u>No.</u> (Yes or No) _____
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I hereby authorize Congressman Roger Marshall, M.D. or his staff, under the "Right to Privacy Act," to request and copy any information regarding this matter from identified agencies. I hereby release you from any liability that may arise by furnishing the requested information.

Signature: (b) (6)

Date

19 April 2018

04/06/18



June 11, 2018

The Honorable Roger Marshall, M.D.  
Member, United States  
House of Representatives  
Attn: Ms. Nikki Meagher  
200 East Iron Ave.  
Salina, KS 67401

Dear Representative Marshall:

Thank you for the email from your office dated May 1, 2018, on behalf of your constituent, Mr. (b) (6). Mr. (b) (6) is unable to access his USAJOBS account due to the website's newly implemented two-factor authentication requirement. Your office requested that the U.S. General Services Administration (GSA) assist Mr. (b) (6) with this issue.

USAJOBS is now using login.gov as its identity management platform. This means all users must create a login.gov account to sign in to USAJOBS. The login.gov service is operated by GSA to provide secure and private online access to government programs, services, and applications. With a login.gov account, you can sign into multiple government websites with the same username and password. Login.gov uses multi-factor authentication and requires two different methods to sign into an account to keep accounts secure.

On March 22, 2018, GSA provided Mr. (b) (6) with information on the two-factor authentication process, including detailed instructions for the various authentication methods to create a login.gov account. For example, an individual needs a valid email address and a working phone number. Once a user confirms his or her email address is valid and creates a strong password, the user will enter a phone number (landline or cell phone) that can receive a call or SMS message. Login.gov will send a unique security code to that phone number each time the user signs into the account. This two-factor authentication process keeps the account more secure than using only a password. We informed Mr. (b) (6) that he can also complete the authentication process by downloading an authentication app to his computer. After installing and configuring the application to work with login.gov, he will be able to receive security codes without a phone number.

The challenge for Mr. [REDACTED] is that he does not have a cell phone and he also does not have internet access at his home. Although he has a landline where he can receive the security code, he has to travel longer than 10 minutes to access the internet and complete the account registration process. Unfortunately, each security code expires after 10 minutes and can only be used once. In his submission to your office, Mr. [REDACTED] suggested that GSA allow the security code to be sent instead to an email account. However, login.gov cannot implement this method for security reasons. Successful multi-factor authentication relies on a user signing in with something they know (email and password) and something they have (security code sent to a phone number). If a user's email account and password are compromised, a security code sent to the email address will not prevent the attacker from accessing the user's login.gov account.

GSA regrets that there is not a resolution to this issue for Mr. [REDACTED] at this time, but please know that GSA strives to ensure the security of the systems it manages. If a solution presents itself in the future, GSA will inform Mr. [REDACTED]

If you have any additional questions or concerns, please contact me at (202) 501-0563.

Sincerely,



Saul Japson  
Acting Associate Administrator



September 14, 2018

The Honorable Roger Marshall, M.D.  
Member, United States  
House of Representatives  
Attn: Ms. Nikki Meagher  
200 East Iron Ave.  
Salina, KS 67401

Dear Representative Marshall:

Thank you for the email from your office dated July 18, 2018, on behalf of your constituent, Mr. [REDACTED]. Your office shared Mr. [REDACTED] response to the U.S. General Services Administration's (GSA) June 11, 2018, letter it sent in response to your May 1, 2018, inquiry. In that letter, GSA explained why it was unable to offer Mr. [REDACTED] an alternative to login.gov's two-factor authentication requirement.

USAJOBS now uses login.gov as its identity management platform. As a result, users must create a login.gov account to sign in to USAJOBS. The login.gov service provides secure and private online access to Government programs, services, and applications. Login.gov achieves this privacy and security by employing two-factor authentication.

As GSA explained in its June 11, 2018, letter, the challenge for Mr. [REDACTED] is that he lacks a cell phone and internet access at home. Mr. [REDACTED] could use his landline to receive a security code. However, the one-time code lasts only 10 minutes, which is likely insufficient time for Mr. [REDACTED] to access the internet to complete the authentication process.

Mr. [REDACTED] previously requested that the security code be sent to his email account. Sending the one-time code to an email account could allow someone who has gained access to a user's email account to also gain access to a user's login.gov account. Two-factor authentication aims to prevent this from occurring by requiring another independent factor.

One option that may be available to Mr. [REDACTED] would be to sign in using the login.gov personal key, which is the 16-character key users receive after creating their login.gov accounts. To receive a personal key, Mr. [REDACTED] would need to use a second "factor" to create an account. To do this, he could work with a trusted partner who has access to both the internet and a second factor (e.g., a cell phone).

Mr. [REDACTED] would need to do this only once. After that, he could use his login.gov personal key as his second factor. The personal key is designed to be a recovery key and thus login.gov generates a new one after each use. So Mr. [REDACTED] would need to copy and store the key each time he logs in.

Separately, Mr. [REDACTED] requested that GSA allow him to change the phone number associated with his account through a phone call to the login.gov program. Although login.gov operates a customer support desk, the customer support representatives cannot access user accounts or change the information associated with user accounts. This restriction limits the number of personnel with access to user information and protects users from malicious attempts to gain access to their accounts through social engineering.

GSA regrets the inconvenience Mr. [REDACTED] has experienced. If GSA learns of other solutions, GSA will share them with Mr. [REDACTED]

If you have any additional questions or concerns, please contact me at (202) 501-0563.

Sincerely,



Jeffrey A. Post  
Acting Associate Administrator



Maury Mungin - PG-C &lt;maury.mungin@gsa.gov&gt;

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**Fwd: Rebuttal Letter from [REDACTED]**

1 message

**Larnell Exum - S** <larnell.exum@gsa.gov>

Wed, Aug 15, 2018 at 3:23 PM

To: Maury Mungin - PG-C &lt;maury.mungin@gsa.gov&gt;, Deshawn Butler - PGQ-C &lt;deshawn.butler@gsa.gov&gt;, Executive Secretariat &lt;executive-secretariat@gsa.gov&gt;

Cc: Erin Mewhirter - S &lt;erin.mewhirter@gsa.gov&gt;, Antoinette Reaves - S &lt;toni.reaves@gsa.gov&gt;, Brenda Short - S &lt;brendaa.short@gsa.gov&gt;, LaVerne Jordan - S &lt;laverne.jordan@gsa.gov&gt;

Maury,

Please control to FAS, AAA Post will sign the response.

Regards,

Larnell B. Exum  
Executive Response Specialist  
Office of Congressional and Intergovernmental Affairs  
General Services Administration  
Direct 202-969-4100

----- Forwarded message -----

From: **Meagher, Nikki** <Nikki.Meagher@mail.house.gov>

Date: Wed, Aug 15, 2018 at 1:46 PM

Subject: RE: Rebuttal Letter from [REDACTED]

To: Larnell Exum - S &lt;larnell.exum@gsa.gov&gt;

Dear Larnell,

Please see the attached rebuttal letter from [REDACTED] in a pdf format.

Thank you for letting me know you were unable to open the attachment. Please advise that you are able to open the attachment in this email.

**From:** Larnell Exum - S <larnell.exum@gsa.gov>**Sent:** Wednesday, August 15, 2018 12:40 PM**To:** Meagher, Nikki <Nikki.Meagher@mail.house.gov>**Subject:** Re: Rebuttal Letter from [REDACTED]

Nikki,

We are unable to open Mr. [REDACTED] rebuttal document. Please resend it as a pdf.

Regards,

Larnell B. Exum  
Executive Response Specialist  
Office of Congressional and Intergovernmental Affairs  
General Services Administration  
Direct 202-969-4100

On Wed, Jul 18, 2018 at 10:44 AM, <[Nikki.Meagher@mail.house.gov](mailto:Nikki.Meagher@mail.house.gov)> wrote:

**ROGER MARSHALL**  
1ST DISTRICT, KANSAS



WASHINGTON OFFICE  
312 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515

**Congress of the United States**  
House of Representatives  
Washington, DC 20515

July 18, 2018

General Services Administration

Dear General Administration,

Good Wednesday morning. This email is to advise that our Constituent, Mr. [REDACTED] found the final determination letter dated June 11, 2018 upsetting. Mr. [REDACTED] has requested that our office file his rebuttal in regards to inaccurate statements in the response and the continued inability to have access to USAJOBS website. Attached please find his written rebuttal along with a courtesy copy of GSA's response letter.

We appreciate your cooperation and attention.

Sincerely,

*Nikki Meagher*

Nikki Meagher  
Congressman Roger Marshall, M.D.  
200 E Iron Ave  
Salina, KS, 67401  
Phone: (785) 829-9000  
Email: [Nikki.Meagher@mail.house.gov](mailto:Nikki.Meagher@mail.house.gov)

8/15/2018

GSA.gov Mail - Fwd: Rebuttal Letter from [REDACTED]



464K

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**Rebuttal Letter.pdf**